

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
Division of Administrative Services
Office of Employee Wellness
Duty Statement
And
Essential Function List

Classification: Staff Services Analyst (5157)
Working Title: Employee Assistance Program coordinator
Headquarters: 1515 S Street, Sacramento, CA 95811

Position Number: 065-544-5757-XXX
Appointee: _____
Collective Bargaining Identifier (CBID): RO1
Conflict of Interest Filer: _____

Appointment Tenure/Time Base: PFT
Effective Date: _____
Probationary Period: 12 Months
Bilingual Position: No

This position requires the incumbent to possess a high work ethic, communicate effectively (orally and in writing); demonstrate excellent interpersonal skills; maintain regular attendance; produce accurate work product, exercise good judgment and collaborate successfully with other members of the assigned team. This position requires personal continuing interaction with various stakeholders, in person, by phone and/or email and requires maintaining confidentiality as it pertains to sensitive information.

- **Position Summary:** Under the supervision of the Staff Services Manager I (SSM I), Employee Wellness Programs Section, the Staff Services Analyst (SSA) Employee Assistance Program (EAP) Coordinator plays a vital role in educating, engaging, and empowering employees and their families to take advantage of an array of readily available wellness services.

Supervision Received: Under the supervision of the Staff Services Manager I.

Supervision Exercised: This position does not have supervisory responsibility.

Duties Include:**% Essential Functions**

- 40% Under guidance and close direction, develop, coordinate, and evaluate the statewide EAP. Maintain confidentiality of employee's and their families' personal information and correspondences, unless otherwise mandated to report as stated in the Departmental Operating Manual (DOM) Section 33050.4.1. Work with current EAP contract stakeholders (Magellan Health Care Services). Assist with the facilitation of interventions and meetings of a highly-confidential nature to resolve a variety of business issues and develop transition plans. Maintain records of all contract expenses, communicate with the contract stakeholder on any outstanding invoices, and send billing out for payment in a timely manner. Assist with monitoring of the EAP state phone line during business hours to provide assistance to employees and their families in acquiring an appointment assist, navigating EAP services, and/or filing a complaint. Under direction collects data, monitors trends, and provides ongoing program recommendations to SSM I to identify current progress and future program needs for EAP. Quarterly, assist with the update and distribute the First Responder Provider roster. Participate in presentations on the goals, operations, and use of EAP and Wellness programs.
- 35% Under the direct supervision of the SSM I and contracted stakeholders (Magellan Health Care Services), assist with the coordination and facilitation of statewide requested trainings, resources, critical incident stress debriefings (CISD's) and grief counseling for affected staff, and for any requesting work site. Disseminate flyers, brochures, posters, and emails to market EAP information, resources and events. Participate in a monthly EAP topic, resource, and/or training to inform staff during the monthly statewide Peer Support Program (PSP) call and quarterly video conference call. Recommend monthly updates to the EAP intranet/internet pages to ensure availability of all program policy, procedures, processes, marketing materials, resources, and training. Participate in monthly Wellness check-in's with California Department of Human Resources and disseminate information appropriately. Work with external organizations to identify program "best practices" trends, training, and industry standards for EAP.
- 20% Assist with the coordination of statewide campaign efforts for employee wellness related programs. Perform other less complex work as required to support the emotional well-being and mental health of California Department of Corrections Rehabilitation and California Correctional Health Care Services employees and their families.
- 5% Overnight travel to prisons, facilities, and program offices is required.

SCOPE AND IMPACT

Responsibility for Decisions and Consequence of Error: Assume and demonstrate independent responsibility for decisions and actions having staff and programmatic impact. High consequence of error.

Personal Contacts:

- *Internal:* Secretary, Undersecretaries, Directors, Deputy Directors, Division Chiefs, Wardens, Regional Parole Administrators, departmental medical and mental health professionals, line supervisors and staff.
- *External:* Stakeholders, local mental health professionals, other governmental agencies, union representatives, community organizations

DESIRABLE QUALIFICATIONS

Incumbent must demonstrate the ability to perform assigned functions effectively. Such overall ability requires passion of most of the following more specific knowledge and abilities:

- Must be thorough and detail oriented
- Resourceful and diligent in task completion
- Must possess excellent written and verbal communication skills
- Must encompass excellent research skills
- Enthusiastic, energetic and passionate about the mission of OEW
- Must be thoughtful and responsive to employees at all levels
- Must be considerate of highly confidential information
- Must be able to multitask efficiently and effectively
- Conscientiously gathers information to fairly appraise a situation or task
- Works in concert with other

PHYSICAL AND ENVIRONMENTAL DEMANDS

And

WORKING CONDITIONS AND REQUIREMENTS

Administrative Essential Functions:

- Must be able to be on standby, on-call to provide assistance.
- Maintain regular and reliable attendance, be punctual, and complete the workday and workweek in accordance with the position requirements.
- Identified work location is CDCR HQ (1515 S St.) but will be required to work at any CDCR location including any departmental location regardless of level of security, acuity, or population gender including; but not limited to, inside housing units, clinical environments.
- Be supervised or directed by assigned manager or supervisor.
- Maintain cooperative working relationships with members of staff, public officials, wardens,

institutional and administrative staff, legal, public agencies, and professional groups.

- Function professionally under highly stressful circumstances, get along well and interact with co-workers, managers/supervisors, in person and through electronic and verbal means of communication, in a professional and courteous manner to accomplish common tasks.
- Interpret and apply appropriate laws, rules, regulations, policies, etc. in order to gather and provide information and respond to inquiries from within and outside the Department to ensure compliance.
- Communicate effectively, intelligibly, and professionally, by way of verbal, written, or electronic communication, disseminate information, respond to inquiries, provide direction and training, and document appropriate information.
- Legibly and intelligibly document, prepare, report, and maintain records of clinical services provided; using word processor (e.g. MS Word), spreadsheet (e.g. MS Excel), and database programs.
- Inspect, observe, lock, and secure medical records and materials.
- Work under pressure and under tight deadlines.
- Represent the Department at formal and informal settings such as meetings, conferences, hearings, etc.
- Solve problems, reason, and make sound clinical judgments in patient assessment, diagnostic planning, and therapeutic planning.
- Comprehend, retain, integrate, synthesize and apply information to meet departmental demands.
- Work independently and with minimal, or at times, no supervision.
- Follow verbal and written instructions.
- Accept appropriate suggestions and constructive criticism and if necessary, respond by modification of behavior.
- Manage the use of time effectively and prioritize actions to complete professional and technical tasks within expected time constraints.
- Exercise professional judgment and ethical behavior at all times.
- Possess reading and writing skills sufficient to meet departmental demands.
- Identify and communicate limits of one's own knowledge and skills to others when appropriate.
- Multitask and deal with changing priorities.
- Must work effectively under stressful conditions, work effectively and cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shift (day/night).
- Statewide travel on short notice and may be required for extended periods of time.

Physical Essential Functions:

- Ability to respond quickly and appropriately during an emergency situation.
- Access all floors of facilities with multiple levels separated by flights of stairs.
- Have and maintain sufficient strength, agility, and endurance in order to respond during stressful or emergency (physical, mental, and emotional) situations without compromising the health and well-being of self or others.
- Have mental capacity to recall an incident in order to accurately document it in writing.
- Maintain and ensure confidentiality of all information, records, documents, concerns, issues, etc.
- Lift and carry occasionally to frequently, in the light (up to 20 pound maximum) range, from the

ground to an overhead position.

- Push, pull, and grip occasionally to frequently to constantly.
- Sit and stand occasionally to frequently to continuously.
- Stoop, bend, kneel, reach, squat, climb, crawl, twist and stretch, occasionally to frequently to continuously.
- Walk occasionally to frequently to continuously on a wide range of surfaces for varying distances, indoors or outdoors, in various weather conditions, which may become slippery due to the weather or spillage of liquids or which may be uneven or rough.
- Ability to travel via car, plane or train within the state as required including short notice travel.
- Observe and react to hazards, warnings, and alarms, sirens, flashing lights, voice commands and hand signals. Be aware of safe working practices.
- Withstand periodic exposure to chemical agents, including cleaning agents and solvent, and excessive noise.
- Use fingers and hands steadily, occasionally to frequently.
- Use and operate common office machines/equipment including telephones, cellular telephones, photocopiers, fax machines, personal computers, laptops, keyboards, video display terminals, printers, mail machines/scales/meters, calculators and similar equipment to complete assigned duties.
- Attend and participate in various training courses (e.g., orientation, staff meetings, in-service training, on-the-job training, conferences) to comply with departmental policies, procedures or supervisory directive, as needed or required.
- Perform required tasks in various lighting conditions, including dim or bright light.
- Expected to maintain safety by reporting misconduct, and activating an alarm when security breaches that could lead to injuries or escape occur.
- Ability to work in a confined space.
- Ability to work indoors and outdoors.

I certify that the above information is an accurate and complete list of the essential functions required for this job.

_____	_____	_____
HIRING AUTHORITY NAME & TITLE – PRINT	SIGNATURE	DATE

_____	_____	_____
OFFICE OF PERSONNEL SERVICES - PRINT	SIGNATURE	DATE

_____	_____	_____
EMPLOYEE HEALTH AND WELLNESS – PRINT	SIGNATURE	DATE

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CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
Division of Administrative Services
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And
Essential Function List

Classification: Associate Governmental Program Analyst (AGPA)

Working Title: Employee Assistance Program Coordinator

Headquarters: 1515 S Street, Sacramento, CA 95811

Position Number: 065-544-5393-XXX

Appointee: _____

Collective Bargaining Identifier (CBID): R01

Conflict of Interest Filer: _____

Appointment Tenure/Time Base: PFT

Effective Date: _____

Probationary Period: 12 Months

Bilingual Position: No

This position requires the incumbent to possess a high work ethic, communicate effectively (orally and in writing); demonstrate excellent interpersonal skills; maintain regular attendance; produce accurate work product, exercise good judgment and collaborate successfully with other members of the assigned team. This position requires personal continuing interaction with various stakeholders, in person, by phone and/or email and requires maintaining confidentiality as it pertains to sensitive information.

- **Position Summary:** Under the general supervision of the Staff Services Manager I (SSM I), Employee Wellness Programs Section, the Associate Governmental Program Analyst (AGPA) Employee Assistance Program (EAP) coordinator plays a vital role in educating, engaging, and empowering employees and their families to take advantage of an array of wellness services available to them.

Supervision Received: Under the general supervision of the Staff Services Manager I.

Supervision Exercised: This position does not have supervisory responsibility.

Duties Include:**% Essential Functions**

- 40% Independently develop and under guidance assists with the implementation, administration, coordination, and evaluation of the statewide EAP. Maintain confidentiality of employee's and their families' personal information and correspondences, unless otherwise mandated to report as stated in the Departmental Operating Manual (DOM) Section 33050.4.1. Establish and maintain ongoing professional and proactive communication with current EAP contract stakeholders (Magellan Health Care Services). Facilitate interventions and meetings of a highly-confidential nature to resolve a variety of business issues and develop transition plans. Maintain records of all contract expenses, communicate with the contract stakeholder on any outstanding invoices, and send billing out for payment in a timely manner. Maintain the EAP state phone line during business hours to assist employees and their families in acquiring an appointment assist, navigating EAP services, and/or filing a complaint. Independently collect data, monitor trends, and provide ongoing program evaluation to management to identify current progress and future program needs for EAP. Quarterly, maintain, update and distribute the First Responder Provider roster. Conduct presentations on the goals, operations, and use of EAP and Wellness programs.
- 35% Under the general direction of the SSM I and contracted stakeholders (Magellan Health Care Services), coordinate, provide and facilitate statewide requested trainings, resources, critical incident stress debriefings (CISD's) and grief counseling for affected staff, and for any requesting work site. Coordinate the dissemination of flyers, brochures, posters, and emails to market EAP information, resources and events. Facilitate a monthly EAP topic, resource, and/or training to inform staff during the monthly statewide Peer Support Program (PSP) call and quarterly video conference call. Provide monthly updates to the EAP intranet/internet pages to ensure availability of all program policy, procedures, processes, marketing materials, resources, and training. Attend monthly Wellness check-in's with California Department of Human Resources and coordinate the dissemination of information appropriately. Maintain working relationships with external agencies/organizations to identify program "best practices" trends, training, and industry standards for EAP.
- 20% Coordinate statewide campaign efforts for employee wellness related programs. Perform other work as required to support the emotional well-being and mental health of California Department of Corrections and Rehabilitation and California Correctional Health Care Services employees and their families.
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- Walk occasionally to frequently to continuously on a wide range of surfaces for varying distances, indoors or outdoors, in various weather conditions, which may become slippery due to the

weather or spillage of liquids or which may be uneven or rough.

- Ability to travel via car, plane or train within the state as required including short notice travel.
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